

Chula Vista Police Department

Service Complaint Form

We, the employees of the Chula Vista Police Department, as members of the community of Chula Vista hold ourselves to the highest professional standard. We believe that a relationship of trust and confidence between our organization and the public community is essential for effective law enforcement. Officers and employees of the Chula Vista Police Department are given the responsibility to conduct themselves in a reasonable, lawful and impartial manner, always respecting the rights of all persons. We recognize that public safety officers are entrusted to preserve the peace and protect all persons and property. Trust is the cornerstone of our relationship with the community, and we cannot accomplish our mission without that trust.



The Chula Vista Police Department acknowledges its responsibility to establish a system of complaint and disciplinary procedures which not only subject its employees to corrective action when their conduct is improper, but also protects them from unwarranted criticism when their duties are discharged properly. It is our purpose to work with the community to provide prompt, fair, and expeditious disposition of complaints about the conduct of our employees. The Chula Vista Police Department welcomes constructive criticism of our organization and valid complaints against its members or procedures.

We sincerely hope you will never need to make a complaint about our services. Should you need to, however, you may rest assured that we will objectively investigate your complaint, get to the truth, and will take corrective action for any misconduct so as to preserve the public trust. Your complaint and concerns will be given the most serious consideration.

What if I want to make a complaint?

If you believe that a member of the Chula Vista Police Department has committed an act of misconduct, you may ask to speak to a supervisor. The supervisor will discuss the matter with you and may be able to resolve the issue immediately and to your satisfaction.

You may also choose to file a formal complaint. Certain types of complaints may require they be handled formally.

Where do I go to make a complaint?

We welcome constructive criticism of our organization, and encourage you to discuss the matter with a supervisor. You may get in touch with a supervisor by calling our police dispatch phone number at (619) 691-5151. You may also go directly to the lobby of our Police Facility, located at 315 Fourth Avenue in the City of Chula Vista, during normal business hours (Monday thru Friday, 8am until 5pm).

Written complaints may be submitted on the attached form either in person at the Chula Vista Police Facility, or by mail to:

Chula Vista Police Department
Professional Standards Unit
315 Fourth Avenue
Chula Vista, CA 91910

What will happen after I file a complaint?

If a supervisor handles your complaint informally, the matter will be discussed with the involved employee. The supervisor will provide the employee with correction, guidance or training as necessary. The supervisor may simply explain your position, so that similar instances may be better handled in the future.

If you choose to file a formal complaint, it will be forward to the Professional Standards Unit for processing and assignment.

Who will investigate my complaint?

Complaints are normally assigned to the employee's direct supervisor for investigation. In some circumstances the complaint may be assigned to a member of the Professional Standards Unit.

Are complaints taken seriously and investigated thoroughly?

Yes, no matter who investigates the complaint. We *want* to know if something went wrong so we can prevent it from happening again. All parties are interviewed, and all complaint records are kept for a minimum of five years.

The Chief of Police, or his assigned designee, reviews the results of all complaint investigations.

What will happen to the involved employee?

That depends on what was done and what the circumstances were at the time. If the investigation finds that the employee conduct was improper, the employee will be disciplined.

How long will the investigation take?

We make every effort to complete investigations within 30-days. The exact length of time, however, may vary according to the nature and circumstances of the complaint.

Will I be told when the investigation is completed?

Yes, you will be notified by mail that the investigation has been completed and will be told the disposition. California Penal Code § 832.7 requires disciplinary matters to be kept confidential, thus you will not be told the type or amount of discipline imposed.

Who may I call if I have any questions?

Feel free to call the Chula Vista Police Department's Professional Standards Unit at (619) 409-5942.





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P.S. # _____

INSTRUCTIONS: Please complete this form and describe the incident that led to this complaint, telling what happened from beginning to end. Be as clear and specific as you can be. Describe what aspect(s) of the incident was improper (i.e. your specific complaint), and how it could be resolved to your satisfaction.

COMPLAINANT	Complainant Name: _____	Birthdate: _____	Home Phone: _____
	Home Address: _____	Apt/Space: _____	Work Phone: _____
	City: _____	State: _____	Zip: _____
	Cell / Msg Phone: _____		

INCIDENT INFORMATION	Location of Incident: _____		Date: _____	Time: _____
	Involved	NAME _____	BADGE NO. _____	NAME _____
		NAME _____	BADGE NO. _____	NAME _____
	CVPD Personnel	NAME _____	BADGE NO. _____	NAME _____
	Other Witness(es)	NAME _____	HOME ADDRESS, CITY, STATE, ZIP _____	HOME PHONE _____
		NAME _____	HOME ADDRESS, CITY, STATE, ZIP _____	HOME PHONE _____
				OTHER PHONE _____

INCIDENT DETAILS				
	<div><input type="checkbox"/> Continued on Additional Pages</div>			

Penal Code § 148.6(b) requires the following notification:

YOU HAVE THE RIGHT TO MAKE A COMPLAINT AGAINST A POLICE OFFICER FOR ANY IMPROPER POLICE CONDUCT. CALIFORNIA LAW REQUIRES THIS AGENCY TO HAVE A PROCEDURE TO INVESTIGATE CITIZENS' COMPLAINTS. YOU HAVE A RIGHT TO A WRITTEN DESCRIPTION OF THIS PROCEDURE. THIS AGENCY MAY FIND AFTER INVESTIGATION THAT THERE IS NOT ENOUGH EVIDENCE TO WARRANT ACTION ON YOUR COMPLAINT; EVEN IF THAT IS THE CASE, YOU HAVE THE RIGHT TO MAKE THE COMPLAINT AND HAVE IT INVESTIGATED IF YOU BELIEVE AN OFFICER BEHAVED IMPROPERLY. CITIZEN COMPLAINTS AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST FIVE YEARS.

IT IS AGAINST THE LAW TO MAKE A COMPLAINT THAT YOU KNOW TO BE FALSE. IF YOU MAKE A COMPLAINT AGAINST AN OFFICER KNOWING IT IS FALSE, YOU CAN BE PROSECUTED ON A MISDEMEANOR CHARGE.

I have read and understood the above statement. I hereby certify that the above facts are true and correct. I acknowledge that under California Civil Code § 47.5, civil action can be brought against me for knowingly filing a false complaint.

COMPLAINANT'S SIGNATURE _____

DATE _____

OFFICE USE ONLYReceipt Method: ☐ In Person ☐ Telephone ☐ Email ☐ Letter ☐ OtherReceipt Disposition: Referred to Supervisor? ☐ Yes ☐ No (Why not? ☐ Complainant absent ☐ Other: _____)

Receiving Employee Name: _____ ID # _____ Date: _____ Time: _____

SUPERVISOR DISPO:
(informal inquiries only)

INIT: _____ ID _____

DATE: _____

☐ No Policy ViolationRP was ☐ Subject of contact/serviceThis was a ☐ Service related inquiryType: ☐ Timeliness of response ☐ Demeanor ☐ Driving ☐ Inadequate Inv. ☐ Other: _____☐ Policy Violation (☐ Referred for PS # _____ or ☐ Verbal counseling)☐ Parent/Guardian of subject ☐ Other 3rd Party ☐ Anonymous☐ Service complaint against officer ☐ Service complaint against agency